



# Elected Official Survey Findings Report

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**March 2017**





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# Tennessee Department of Transportation Elected Official Survey 2016

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## Overview and Methodology

The Tennessee Department of Transportation (TDOT) completed its third comprehensive customer survey in 2016; the previous surveys were conducted in 2013 and 2006. The purpose of the survey was to help TDOT identify and prioritize the transportation services and improvements that are most important to Tennesseans and to assess overall performance. The results of the survey will also be used to identify ways the agency can improve transportation services across the state, provide input into transportation system investments for the future, and assess changes in customer expectations and priorities from 2013.

**Methodology.** During the summer and fall of 2016, TDOT conducted four surveys: (1) a survey of elected officials, (2) a survey of partners, (3) a survey of residents, and (4) a benchmarking survey of residents who live in the eight states that border Tennessee. The purpose of the surveys were to objectively assess customer satisfaction with TDOT's performance and to determine the relative importance that should be placed on issues in the state. The survey of elected officials was designed to obtain input from elected officials including city and county mayors and state legislators. The survey was administered by a combination of mail, phone, and the Internet. The goal was to obtain a total of 300 completed surveys. The actual number of completed surveys was 309 with a response rate of 57% (309 of 542 responded). The overall results of the statewide sample have a precision of at least +/- 5.6% at the 95% level of confidence.

### This report contains the following:

- a summary of the methodology for administering the survey
- charts showing the overall results of the survey (Section 1)
- tabular data showing the overall results for all questions on the survey (Section 2)
- a copy of the cover letter and survey instrument (Section 3)

Note: The charts and graphs in this report may not sum to total due to rounding. For a full breakdown of all survey responses please refer to the tabular data in Section 2.

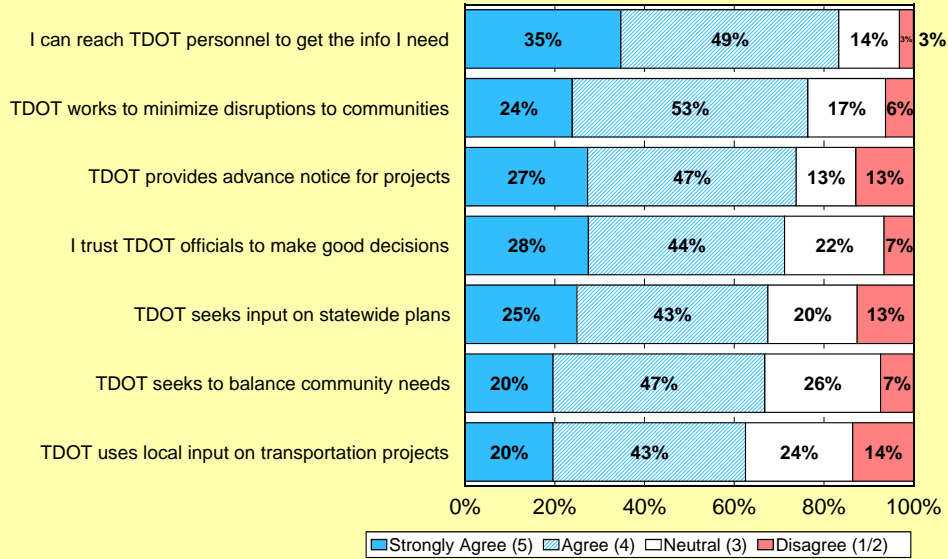
# Section 1

## *Charts and Graphs*

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### Q1. Level of Agreement with Various Statements About Working with TDOT

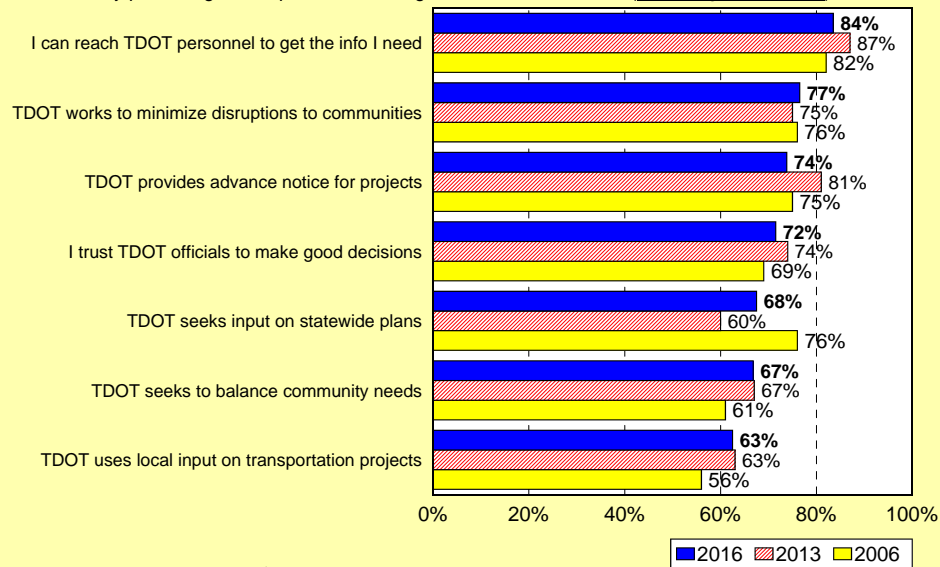
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q1. TRENDS: Level of Agreement with Various Statements About Working with TDOT 2016 vs 2013 vs 2006

by percentage of respondents who agreed with the statement (excluding don't knows)

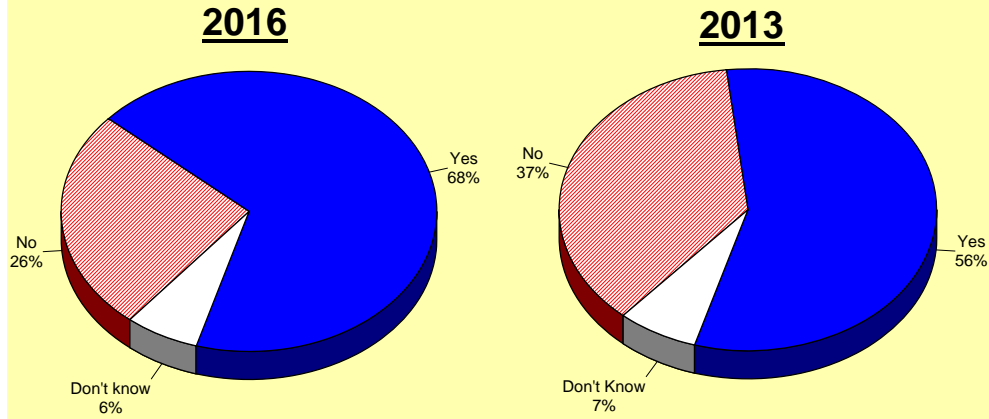


Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q2. TRENDS:** Has TDOT completed the construction of a new highway or the reconstruction of an existing highway in your jurisdiction during the past three years?

**2016 vs 2013**

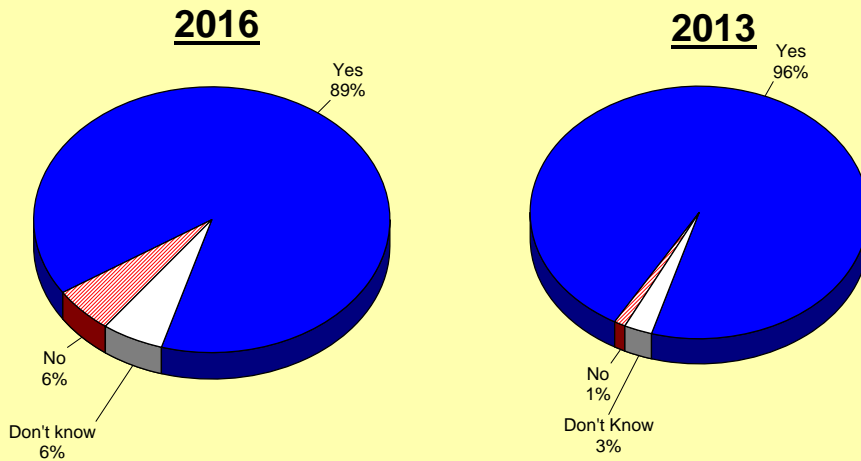
by percentage of respondents



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q2-1. TRENDS:** Do you feel the overall quality of transportation in the area has improved since the completion of this (these) projects? **2016 vs 2013**

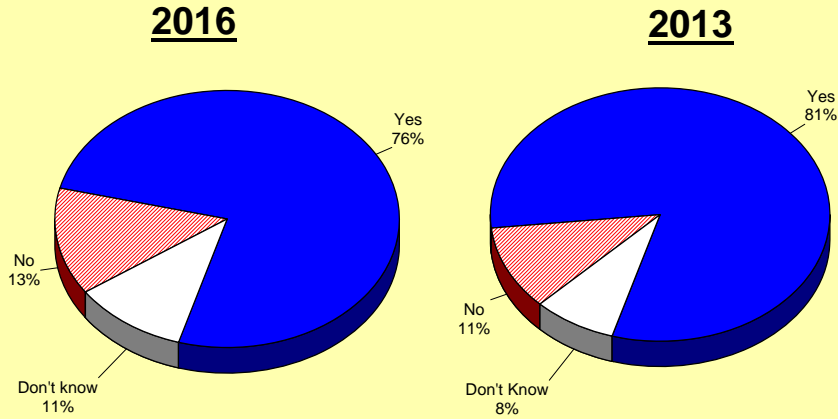
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q2-2. TRENDS: Do you feel that TDOT adequately involved your community during the planning of highway improvements in your area? 2016 vs 2013**

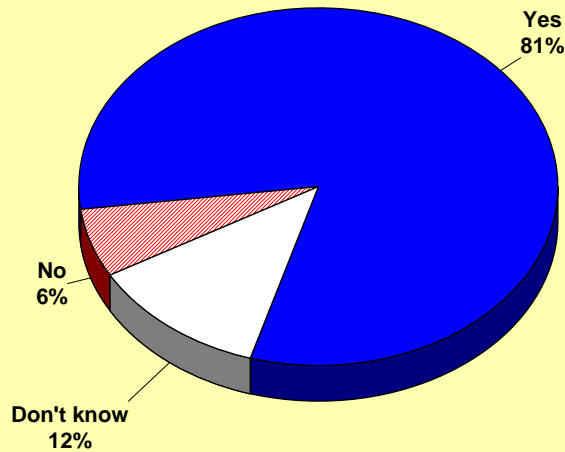
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



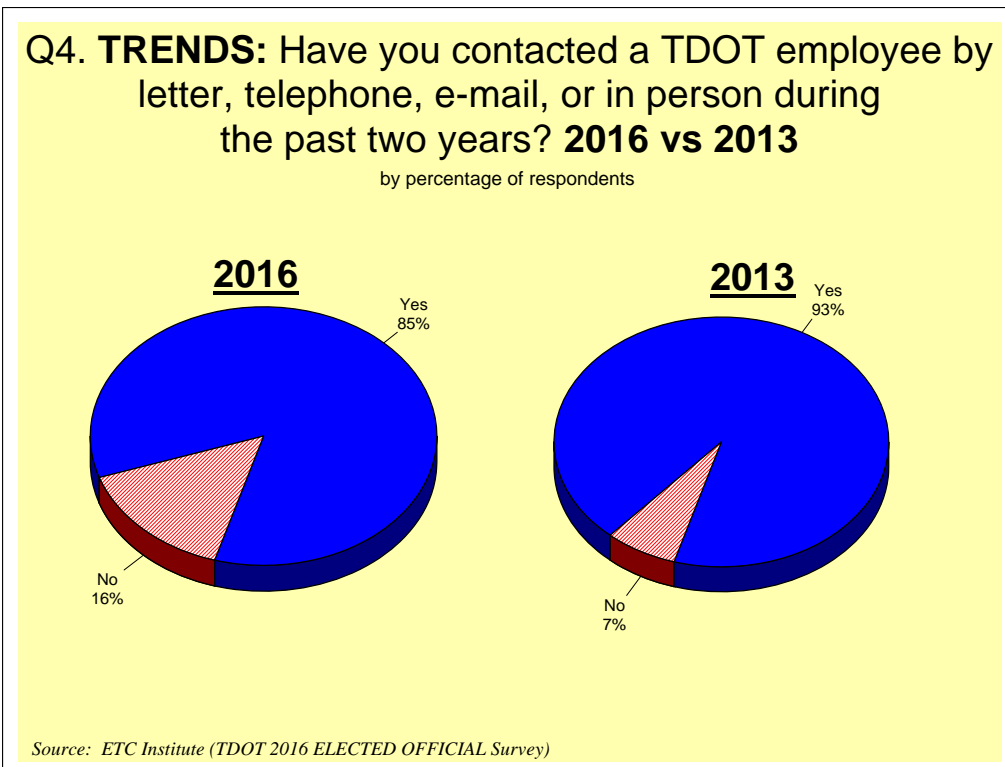
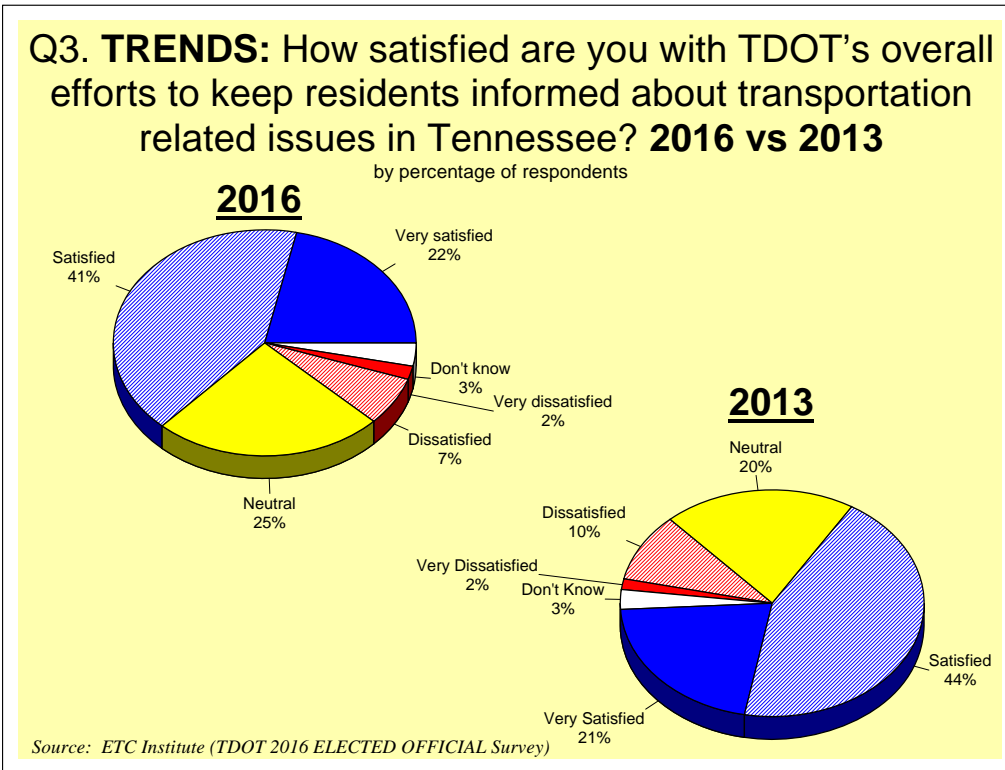
Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q2-3. Do you feel that this (these) transportation project(s) had a positive economic impact on your community?**

by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



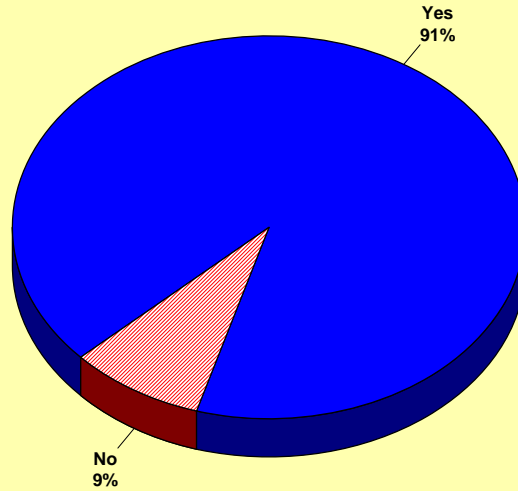
Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)





### Q4-1. If YES, did you receive a timely response to address your request or concern?

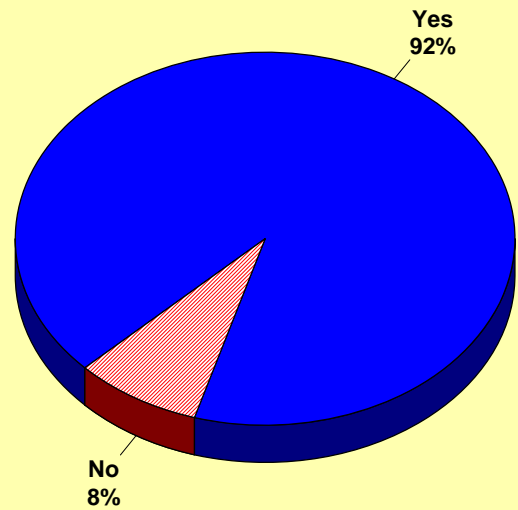
by percentage of respondents who had contacted a TDOT employee during the past two years (excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q4-2. If YES, was the employee helpful?

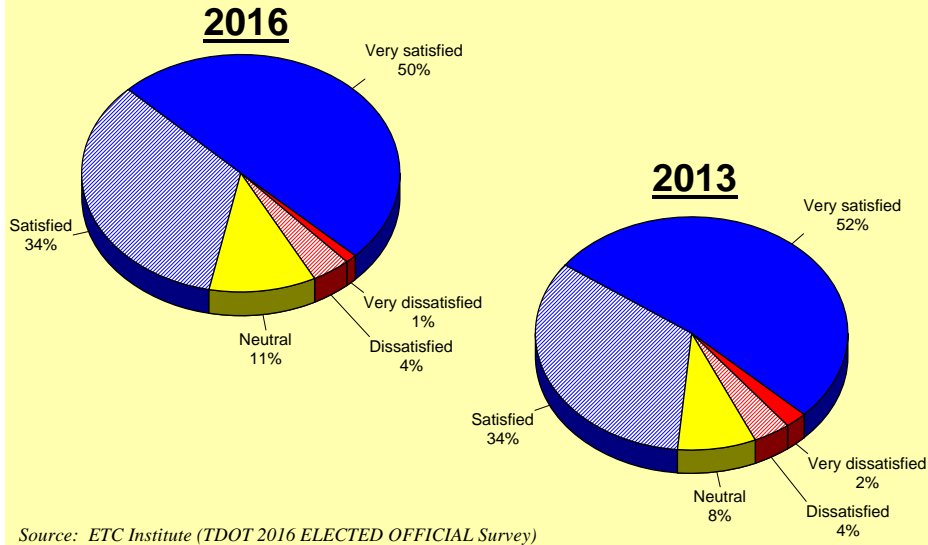
by percentage of respondents who had contacted a TDOT employee during the past two years (excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

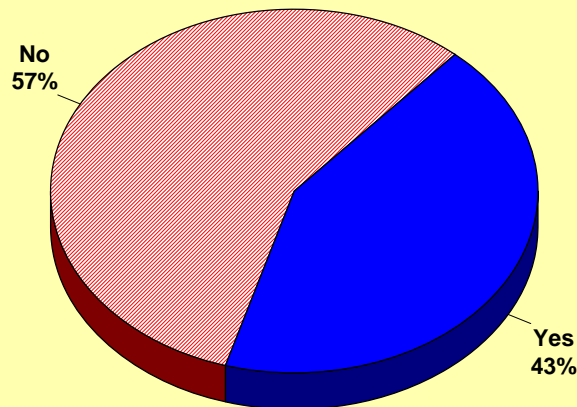
**Q4-3. TRENDS: How satisfied were you with service provided by the TDOT employee who helped you most recently? 2016 vs 2013**

by percentage of respondents who had contacted a TDOT employee during the past two years  
(excluding don't knows)



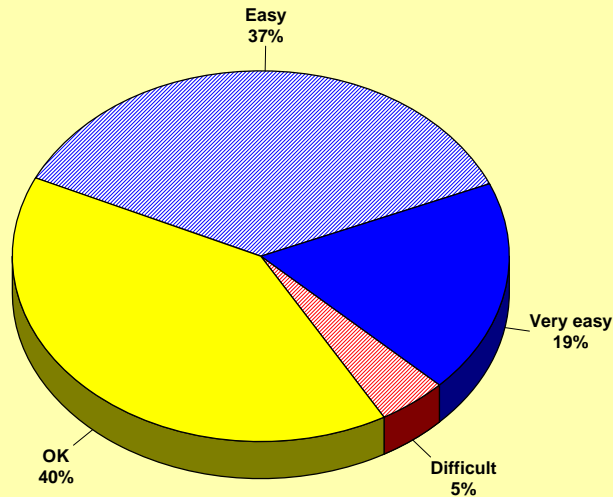
**Q5. Have you used TDOT's web site as a source of information in the past year?**

by percentage of respondents



### Q5-1. If YES, how easy was it to find the information you wanted on the website?

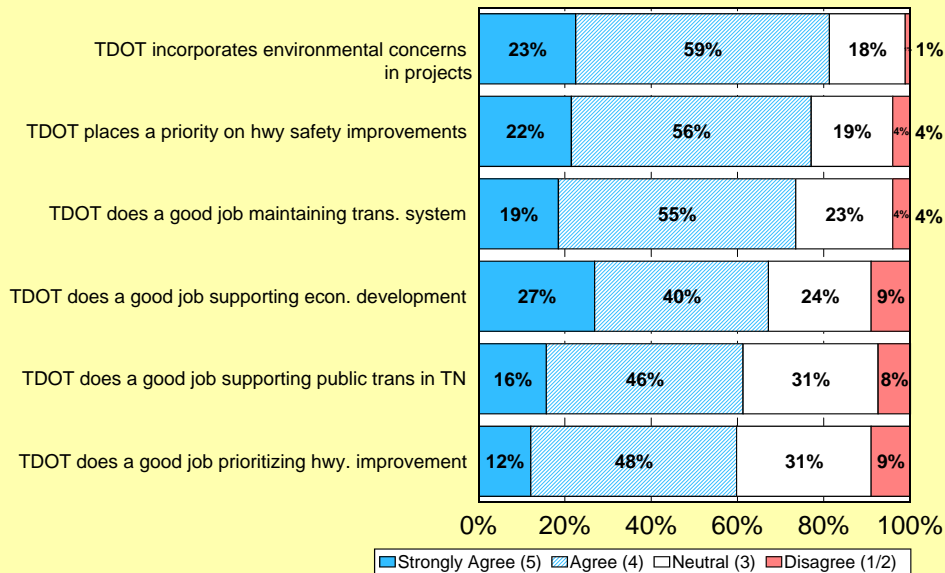
by percentage of respondents who used the web site in the past year (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q6. Level of Agreement with Various Statements About TDOT

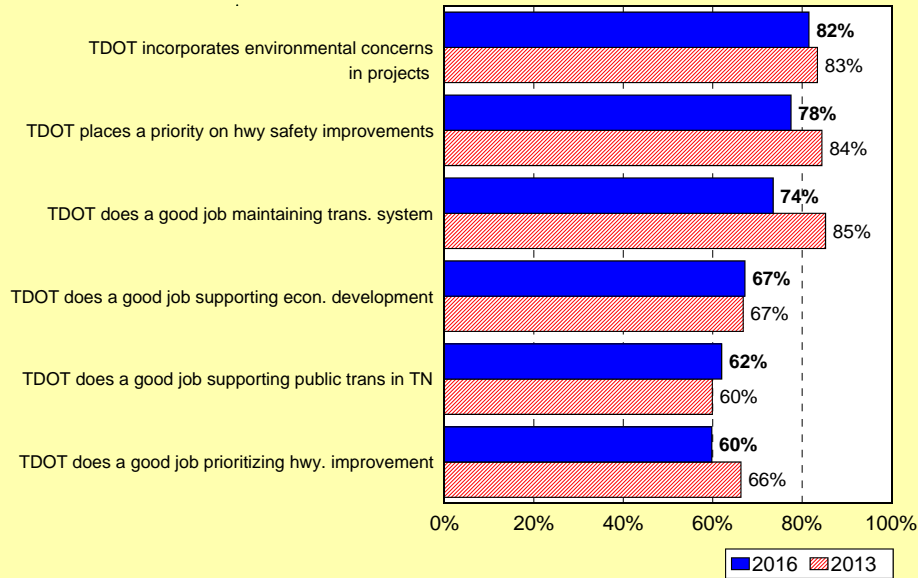
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q6. TRENDS: Level of Agreement with Various Statements About TDOT - 2016 vs 2013

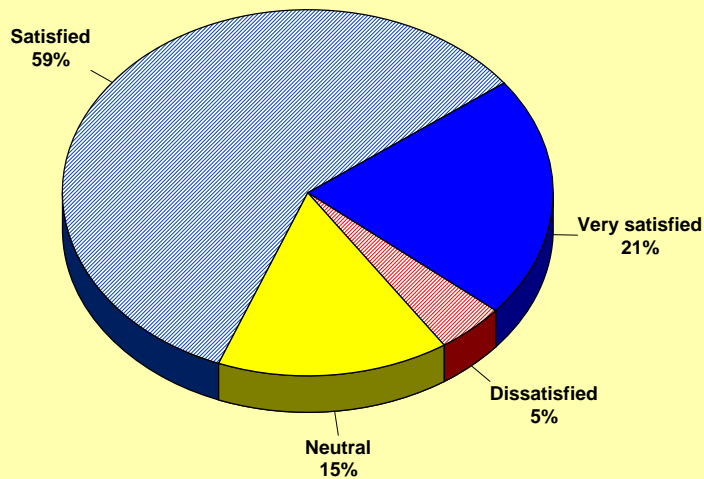
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q7. How satisfied are you with the job that TDOT has done maintaining interstate highways in Tennessee during the past two years?

by percentage of respondents (excluding don't knows)

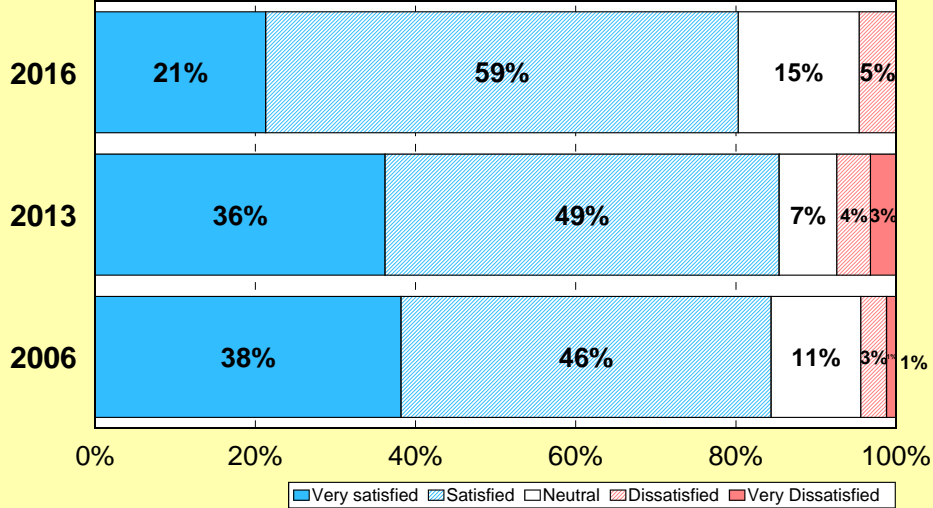


Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q7. TRENDS:** How satisfied are you with the job that TDOT has done maintaining interstate highways in Tennessee during the past two years?

**2016 vs. 2013 vs 2006**

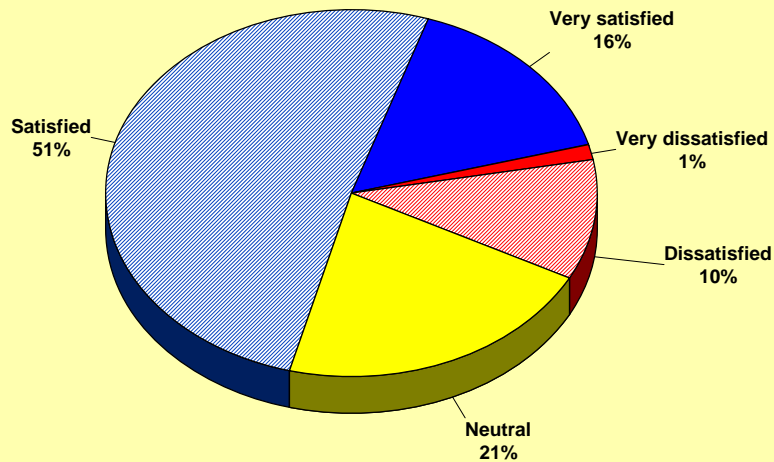
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q8.** How satisfied are you with the job that TDOT has done maintaining state highways other than interstates in Tennessee during the past TWO years?

by percentage of respondents (excluding don't knows)

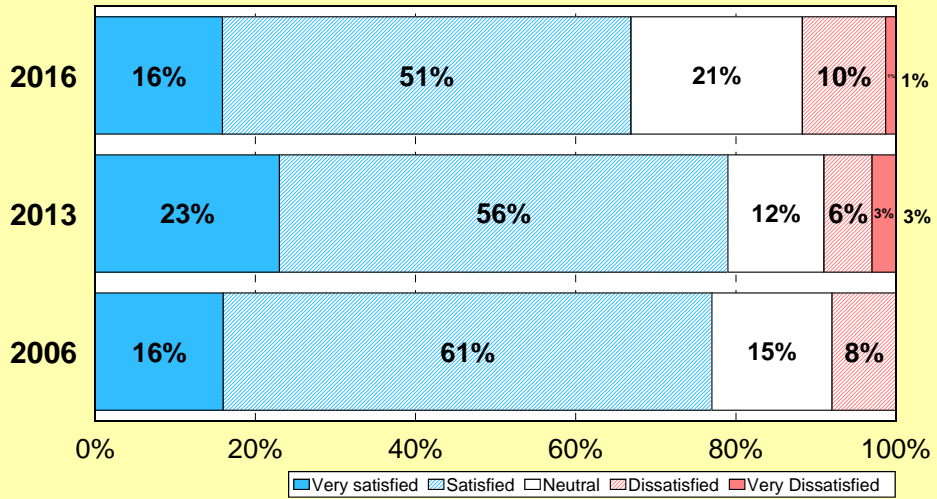


Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q8. TRENDS:** How satisfied are you with the job that TDOT has done maintaining state highways other than interstates in Tennessee during the past TWO years?

**2016 vs 2013 vs 2006**

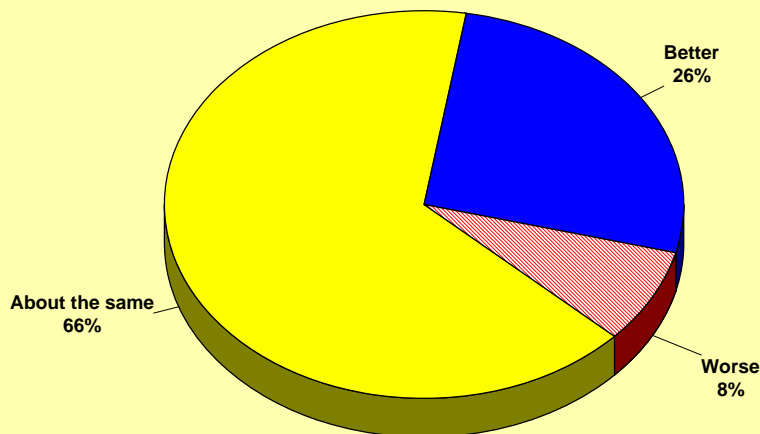
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q9.** Compared to two years ago, how do you think that the current quality of TDOT services has changed?

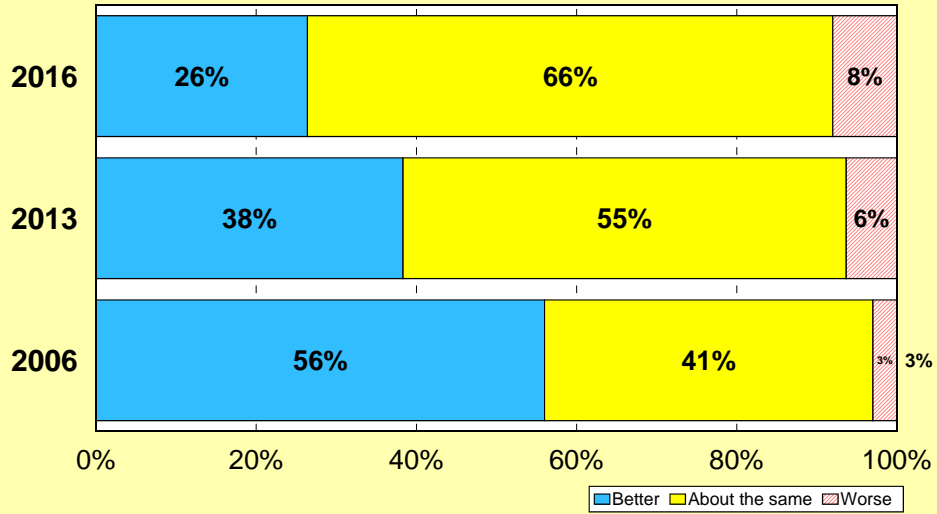
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q9. TRENDS:** Compared to two years ago, how do you think that the current quality of TDOT services has changed? **2016 vs 2013 vs 2006**

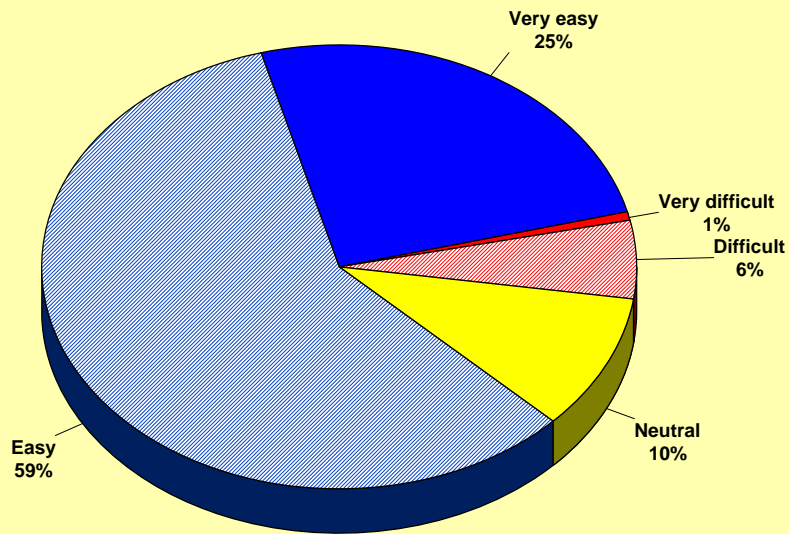
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q10. Overall, how easy do you think it is to travel between cities in Tennessee?**

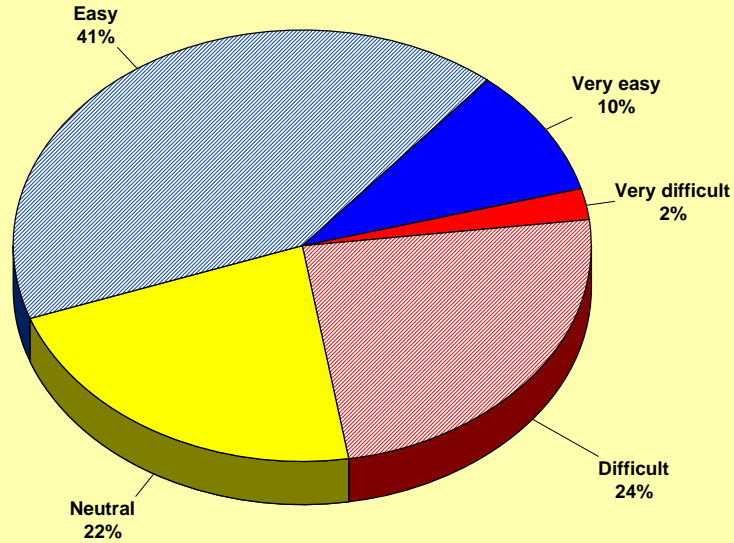
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q11. Overall, how easy do you think it is to travel within urban areas in Tennessee?**

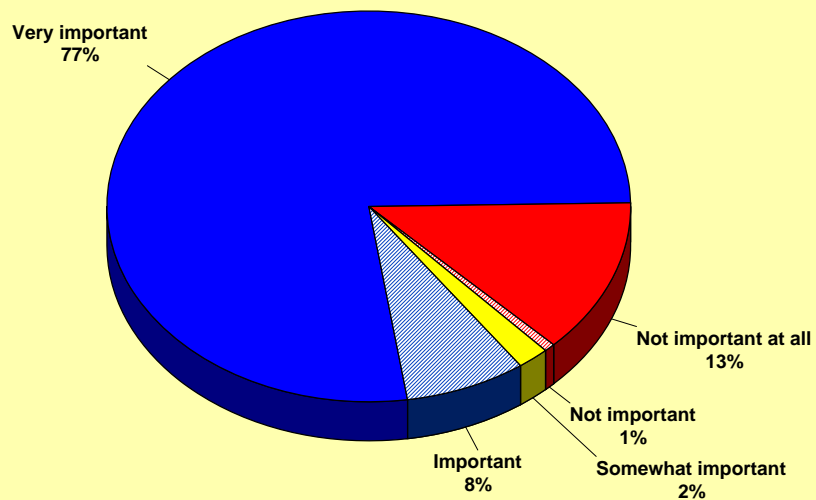
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q12. Thinking about your community, how important are roads, bridges, public transportation, to safety and quality of life?**

by percentage of respondents (excluding don't knows)

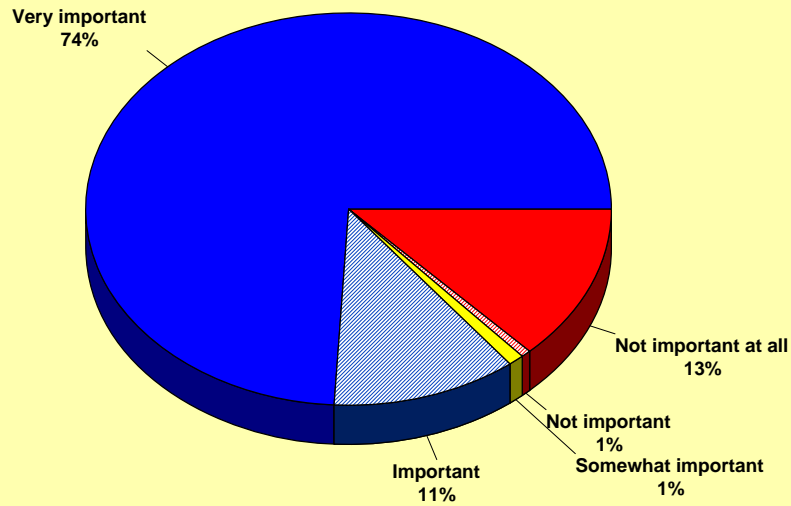


Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)



**Q13. Thinking about your local economy, how important are roads, bridges, public transportation, to economic development and job growth?**

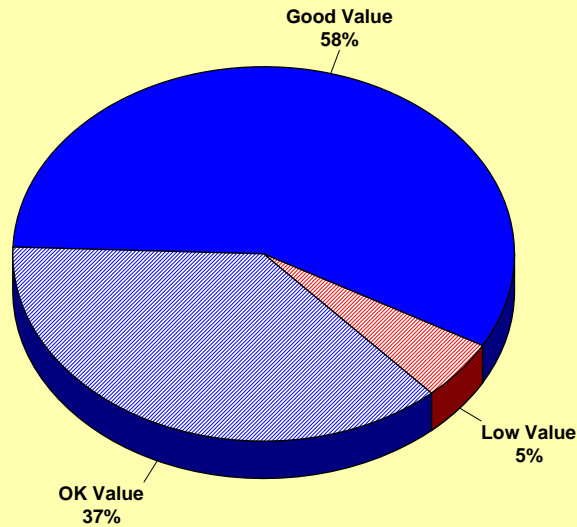
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

**Q14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?**

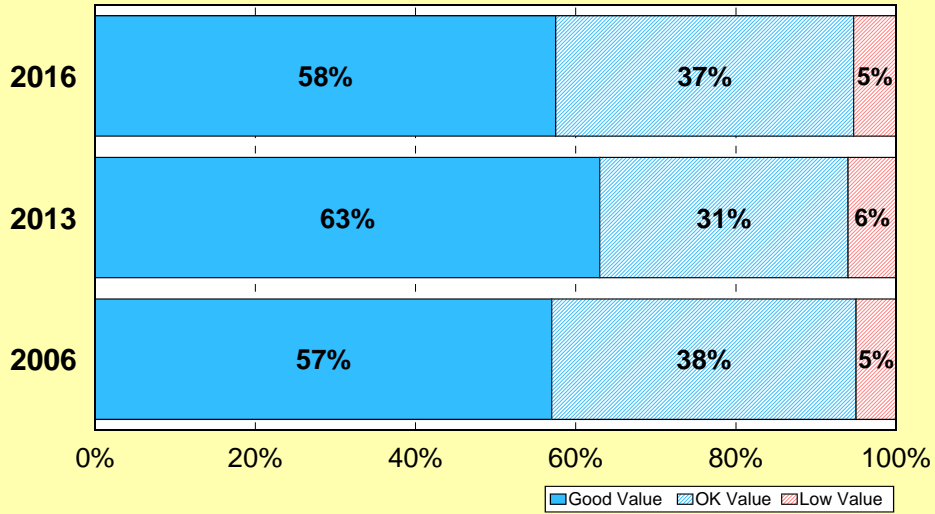
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q14. TRENDS: Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents? 2016 vs 2013 vs 2006

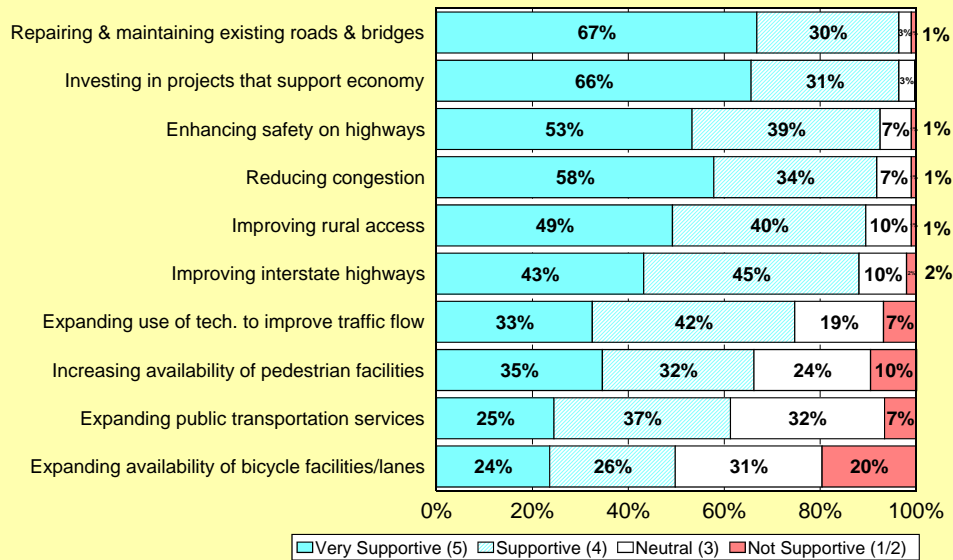
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q15. Level of Support for Increasing Funding for Various Transportation Improvements

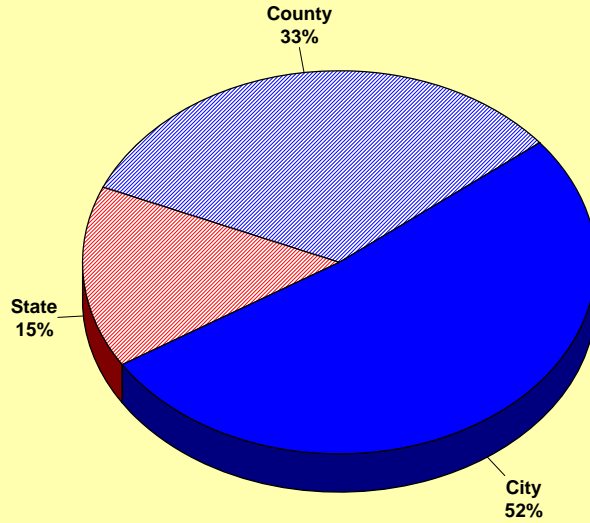
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q16. At which of the following levels of government were you elected to serve?

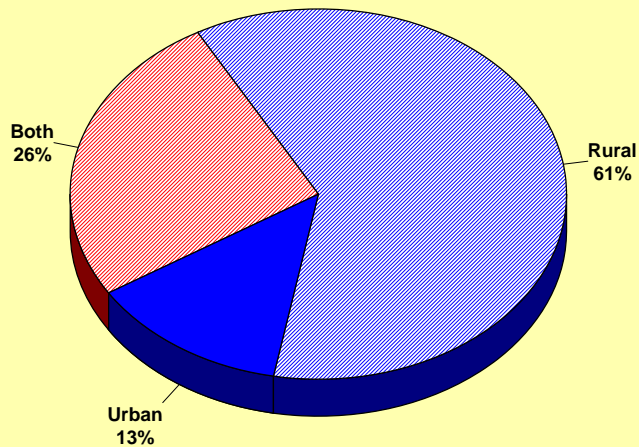
by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q17. Is the area you represent generally urban or rural?

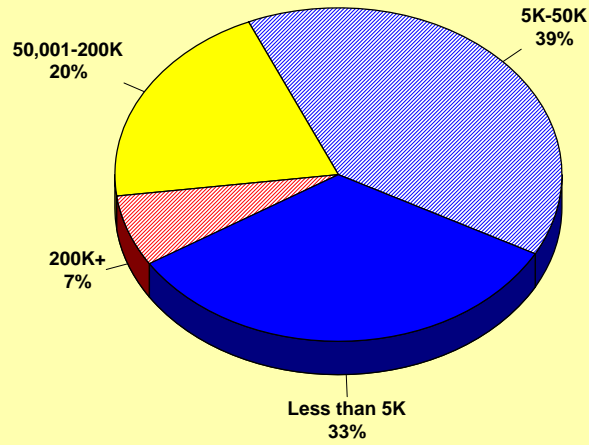
by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q18. What is the population of the City, County or District that you represent?

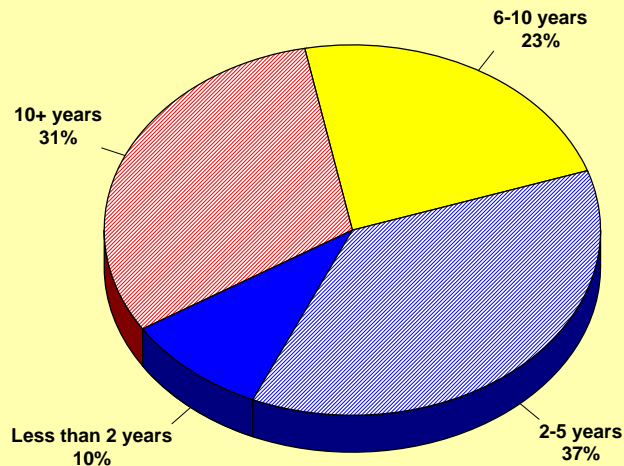
by percentage of respondents  
(excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

### Q20. How many years have you been in your current or a similar position?

by percentage of respondents  
(excluding not provided)



Source: ETC Institute (TDOT 2016 ELECTED OFFICIAL Survey)

## **Section 2**

### ***Tabular Data***

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## TDOT ELECTED OFFICIAL SURVEY RESULTS

### Q1. Working with TDOT: Please circle the number that best describes your level of agreement with the following statements.

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q1a. I am able to reach TDOT personnel to find information I need	32.4%	45.3%	12.6%	2.3%	0.6%	6.8%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	25.2%	43.0%	12.3%	10.7%	1.3%	7.4%
Q1c. TDOT officials work to ensure construction projects disrupt community as little as possible	22.0%	48.2%	15.9%	4.9%	1.0%	8.1%
Q1d. TDOT officials seek input when developing statewide plans	22.3%	38.2%	17.8%	9.1%	2.3%	10.4%
Q1e. TDOT officials use local input in development of transportation projects	17.8%	38.8%	21.7%	10.7%	1.6%	9.4%
Q1f. TDOT seeks to balance needs in design of transportation projects	17.2%	41.4%	22.7%	5.8%	0.6%	12.3%
Q1g. I trust TDOT officials to make good decisions about State's future transportation system	25.2%	40.1%	20.4%	4.5%	1.6%	8.1%

### Q1. Working with TDOT: Please circle the number that best describes your level of agreement with the following statements. (without "don't know")

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1a. I am able to reach TDOT personnel to find information I need	34.7%	48.6%	13.5%	2.4%	0.7%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	27.3%	46.5%	13.3%	11.5%	1.4%
Q1c. TDOT officials work to ensure construction projects disrupt community as little as possible	23.9%	52.5%	17.3%	5.3%	1.1%
Q1d. TDOT officials seek input when developing statewide plans	24.9%	42.6%	19.9%	10.1%	2.5%
Q1e. TDOT officials use local input in development of transportation projects	19.6%	42.9%	23.9%	11.8%	1.8%
Q1f. TDOT seeks to balance needs in design of transportation projects	19.6%	47.2%	25.8%	6.6%	0.7%
Q1g. I trust TDOT officials to make good decisions about State's future transportation system	27.5%	43.7%	22.2%	4.9%	1.8%

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q2. Has TDOT completed a transportation project, such as the reconstruction of an existing highway, bridge replacement, safety improvement, or state industrial access in your jurisdiction during the past three years?**

Q2. Has TDOT completed a transportation project during past three years	Number	Percent
Yes	210	68.0 %
No	79	25.6 %
Don't know	20	6.5 %
Total	309	100.0 %

### **Q2-1. (If YES to Question 2) Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?**

Q2a. Has overall quality of transportation in the area improved since the completion of this (these) project(s)	Number	Percent
Yes	186	88.6 %
No	12	5.7 %
Don't know	12	5.7 %
Total	210	100.0 %

### **Q2-1. (If YES to Question 2) Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)? (without "don't know")**

Q2a. Has overall quality of transportation in the area improved since the completion of this (these) project(s)	Number	Percent
Yes	186	93.9 %
No	12	6.1 %
Total	198	100.0 %

**TDOT ELECTED OFFICIAL SURVEY RESULTS**

**Q2-2. (If YES to Question 2) Do you feel that TDOT adequately involved your community during the planning and implementation of transportation improvements in your area?**

Q2b. Did TDOT adequately involve your community during planning & implementation of transportation improvements	Number	Percent
Yes	159	75.7 %
No	28	13.3 %
Don't know	23	11.0 %
Total	210	100.0 %

**Q2-2. (If YES to Question 2) Do you feel that TDOT adequately involved your community during the planning and implementation of transportation improvements in your area? (without "don't know")**

Q2b. Did TDOT adequately involve your community during planning & implementation of transportation improvements	Number	Percent
Yes	159	85.0 %
No	28	15.0 %
Total	187	100.0 %



## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q2-3. (If YES to Question 2) Do you feel that this (these) transportation project(s) had a positive economic impact on your community?**

Q2c. Did this (these) transportation project(s) have a positive economic impact on your community	Number	Percent
Yes	171	81.4 %
No	13	6.2 %
Don't know	26	12.4 %
Total	210	100.0 %

### **Q2-3. (If YES to Question 2) Do you feel that this (these) transportation project(s) had a positive economic impact on your community? (without "don't know")**

Q2c. Did this (these) transportation project(s) have a positive economic impact on your community	Number	Percent
Yes	171	92.9 %
No	13	7.1 %
Total	184	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q3. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," how satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?**

Q3. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues	Number	Percent
Very satisfied	67	21.7 %
Satisfied	128	41.4 %
Neutral	76	24.6 %
Dissatisfied	22	7.1 %
Very dissatisfied	6	1.9 %
Don't know	10	3.2 %
Total	309	100.0 %

### **Q3. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," how satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee? (without "don't know")**

Q3. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues	Number	Percent
Very satisfied	67	22.4 %
Satisfied	128	42.8 %
Neutral	76	25.4 %
Dissatisfied	22	7.4 %
Very dissatisfied	6	2.0 %
Total	299	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q4. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?**

Q4. Have you contacted a TDOT employee during past two years	Number	Percent
Yes	261	84.5 %
No	48	15.5 %
Total	309	100.0 %

### **Q4-1. (If YES to Question 4) Did you receive a timely response to address your request or concern?**

Q4a. Did you receive a timely response to address your request or concern	Number	Percent
Yes	231	88.5 %
No	22	8.4 %
Not provided	8	3.1 %
Total	261	100.0 %

### **Q4-1. (If YES to Question 4) Did you receive a timely response to address your request or concern? (without "not provided")**

Q4a. Did you receive a timely response to address your request or concern	Number	Percent
Yes	231	91.3 %
No	22	8.7 %
Total	253	100.0 %

**TDOT ELECTED OFFICIAL SURVEY RESULTS**

**Q4-2. (If YES to Question 4) Was the employee helpful?**

Q4b. Was the employee helpful	Number	Percent
Yes	230	88.1 %
No	21	8.0 %
Not provided	10	3.8 %
Total	261	100.0 %

**Q4-2. (If YES to Question 4) Was the employee helpful? (without "not provided")**

Q4b. Was the employee helpful	Number	Percent
Yes	230	91.6 %
No	21	8.4 %
Total	251	100.0 %

**Q4-3. (If YES to Question 4) Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?**

Q4c. How satisfied were you with the service provided by TDOT employee	Number	Percent
Very satisfied	126	48.3 %
Satisfied	87	33.3 %
Neutral	27	10.3 %
Dissatisfied	10	3.8 %
Very dissatisfied	3	1.1 %
Don't remember/don't know	8	3.1 %
Total	261	100.0 %

**Q4-3. (If YES to Question 4) Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently? (without "don't remember/don't know")**

Q4c. How satisfied were you with the service provided by TDOT employee	Number	Percent
Very satisfied	126	49.8 %
Satisfied	87	34.4 %
Neutral	27	10.7 %
Dissatisfied	10	4.0 %
Very dissatisfied	3	1.2 %
Total	253	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q5. Have you used TDOT's web site as a source of information in the past year?**

Q5. Have you used TDOT's website in past year	Number	Percent
Yes	133	43.0 %
No	176	57.0 %
Total	309	100.0 %

### **Q5-1. (If YES to Question 5) How easy was it to find the information you wanted on the website?**

Q5a. How easy was it to find information on the website	Number	Percent
Very easy	24	18.0 %
Easy	48	36.1 %
OK	52	39.1 %
Difficult	6	4.5 %
Don't know	3	2.3 %
Total	133	100.0 %

### **Q5-1. (If YES to Question 5) How easy was it to find the information you wanted on the website? (without "don't know")**

Q5a. How easy was it to find information on the website	Number	Percent
Very easy	24	18.5 %
Easy	48	36.9 %
OK	52	40.0 %
Difficult	6	4.6 %
Total	130	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q6. OVERALL RATINGS OF TDOT: Please circle the number that best describes your level of agreement with the following statements:**

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q6a. TDOT does a good job prioritizing highway improvements in Tennessee	11.7%	46.0%	30.1%	7.4%	1.3%	3.6%
Q6b. TDOT places a priority on addressing highway safety improvements	20.7%	53.4%	18.1%	3.6%	0.3%	3.9%
Q6c. TDOT does a good job maintaining transportation system	18.1%	53.7%	22.0%	3.9%	0.0%	2.3%
Q6d. TDOT does a good job in supporting public transportation in Tennessee	14.2%	41.4%	28.5%	3.9%	2.9%	9.1%
Q6e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	20.7%	54.0%	16.2%	0.6%	0.3%	8.1%
Q6f. TDOT does a good job in supporting economic development in my jurisdiction	25.2%	37.9%	22.3%	6.5%	1.9%	6.1%

### **Q6. OVERALL RATINGS OF TDOT: Please circle the number that best describes your level of agreement with the following statements: (without "don't know")**

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q6a. TDOT does a good job prioritizing highway improvements in Tennessee	12.1%	47.7%	31.2%	7.7%	1.3%
Q6b. TDOT places a priority on addressing highway safety improvements	21.5%	55.6%	18.9%	3.7%	0.3%
Q6c. TDOT does a good job maintaining transportation system	18.5%	55.0%	22.5%	4.0%	0.0%
Q6d. TDOT does a good job in supporting public transportation in Tennessee	15.7%	45.6%	31.3%	4.3%	3.2%
Q6e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	22.5%	58.8%	17.6%	0.7%	0.4%
Q6f. TDOT does a good job in supporting economic development in my jurisdiction	26.9%	40.3%	23.8%	6.9%	2.1%

**TDOT ELECTED OFFICIAL SURVEY RESULTS**

**Q7. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining INTERSTATE highways in Tennessee during the past TWO years.**

Q7. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years

	Number	Percent
Very satisfied	65	21.0 %
Satisfied	180	58.3 %
Neutral	46	14.9 %
Dissatisfied	14	4.5 %
Don't know	4	1.3 %
Total	309	100.0 %

**Q7. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining INTERSTATE highways in Tennessee during the past TWO years. (without "don't know")**

Q7. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years

	Number	Percent
Very satisfied	65	21.3 %
Satisfied	180	59.0 %
Neutral	46	15.1 %
Dissatisfied	14	4.6 %
Total	305	100.0 %

**TDOT ELECTED OFFICIAL SURVEY RESULTS**

**Q8. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining STATE HIGHWAYS OTHER THAN INTERSTATES in Tennessee during the past TWO years.**

Q8. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very satisfied	49	15.9 %
Satisfied	157	50.8 %
Neutral	66	21.4 %
Dissatisfied	32	10.4 %
Very dissatisfied	4	1.3 %
Don't know	1	0.3 %
Total	309	100.0 %

**Q8. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining STATE HIGHWAYS OTHER THAN INTERSTATES in Tennessee during the past TWO years. (without "don't know")**

Q8. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very satisfied	49	15.9 %
Satisfied	157	51.0 %
Neutral	66	21.4 %
Dissatisfied	32	10.4 %
Very dissatisfied	4	1.3 %
Total	308	100.0 %



## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q9. Compared to two years ago, how do you think that the current quality of TDOT services has changed?**

Q9. How has the current quality of TDOT services changed compared to two years ago	Number	Percent
Better	76	24.6 %
About the same	189	61.2 %
Worse	23	7.4 %
Don't know	21	6.8 %
Total	309	100.0 %

### **Q9. Compared to two years ago, how do you think that the current quality of TDOT services has changed? (without "don't know")**

Q9. How has the current quality of TDOT services changed compared to two years ago	Number	Percent
Better	76	26.4 %
About the same	189	65.6 %
Worse	23	8.0 %
Total	288	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q10. Overall, how easy do you think it is to travel between cities in Tennessee?**

Q10. How easy is it to travel between cities in Tennessee	Number	Percent
Very easy	78	25.2 %
Easy	181	58.6 %
Neutral	31	10.0 %
Difficult	17	5.5 %
Very difficult	2	0.6 %
Total	309	100.0 %

### **Q11. Overall, how easy do you think it is to travel within urban areas of Tennessee?**

Q11. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	30	9.7 %
Easy	127	41.1 %
Neutral	68	22.0 %
Difficult	75	24.3 %
Very difficult	7	2.3 %
Don't know	2	0.6 %
Total	309	100.0 %

### **Q11. Overall, how easy do you think it is to travel within urban areas of Tennessee? (without "don't know")**

Q11. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	30	9.8 %
Easy	127	41.4 %
Neutral	68	22.1 %
Difficult	75	24.4 %
Very difficult	7	2.3 %
Total	307	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q12. Thinking about your community, how important are roads, bridges, public transportation to safety and quality of life?**

Q12. How important are roads, bridges, public transportation to safety & quality of life thinking about your community	Number	Percent
Very important	235	76.1 %
Important	23	7.4 %
Somewhat important	6	1.9 %
Not important	2	0.6 %
Not important at all	39	12.6 %
Don't know	4	1.3 %
Total	309	100.0 %

### **Q12. Thinking about your community, how important are roads, bridges, public transportation to safety and quality of life? (without "don't know")**

Q12. How important are roads, bridges, public transportation to safety & quality of life thinking about your community	Number	Percent
Very important	235	77.0 %
Important	23	7.5 %
Somewhat important	6	2.0 %
Not important	2	0.7 %
Not important at all	39	12.8 %
Total	305	100.0 %

**TDOT ELECTED OFFICIAL SURVEY RESULTS**

**Q13. Thinking about your local economy, how important are roads, bridges, public transportation to economic development and job growth?**

Q13. How important are roads, bridges, public transportation to economic development & job growth thinking about your local economy

	Number	Percent
Very important	229	74.1 %
Important	35	11.3 %
Somewhat important	3	1.0 %
Not important	2	0.6 %
Not important at all	40	12.9 %
Total	309	100.0 %

**Q14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?**

Q14. How would you rate the value provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	173	56.0 %
OK value for your money	112	36.2 %
Low value for your money	16	5.2 %
Don't know	8	2.6 %
Total	309	100.0 %

**Q14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents? (without "don't know")**

Q14. How would you rate the value provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	173	57.5 %
OK value for your money	112	37.2 %
Low value for your money	16	5.3 %
Total	301	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q15. Support for Funding Transportation Improvements: How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?**

(N=309)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q15a. Improving interstate highways	42.4%	44.0%	9.7%	1.9%	0.0%	1.9%
Q15b. Repairing & maintaining existing roads & bridges	66.3%	29.4%	2.6%	1.0%	0.0%	0.6%
Q15c. Expanding use of technology (ITS) to improve traffic flow	32.4%	42.1%	18.4%	6.5%	0.3%	0.3%
Q15d. Expanding public transportation services	23.9%	35.9%	31.4%	4.2%	2.3%	2.3%
Q15e. Improving rural access	48.5%	39.8%	9.4%	1.0%	0.0%	1.3%
Q15f. Enhancing safety on highways	52.8%	38.8%	6.5%	1.0%	0.0%	1.0%
Q15g. Reducing congestion	57.3%	33.7%	7.1%	1.0%	0.0%	1.0%
Q15h. Investing in transportation projects that will support economic development	64.7%	30.4%	3.2%	0.3%	0.0%	1.3%
Q15i. Increasing availability of pedestrian facilities & sidewalks	33.7%	30.7%	23.6%	7.1%	2.3%	2.6%
Q15j. Expanding availability of bicycle facilities & lanes	23.0%	25.6%	29.8%	12.3%	6.8%	2.6%

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q15. Support for Funding Transportation Improvements: How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years? (without "don't know")**

(N=309)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q15a. Improving interstate highways	43.2%	44.9%	9.9%	2.0%	0.0%
Q15b. Repairing & maintaining existing roads & bridges	66.8%	29.6%	2.6%	1.0%	0.0%
Q15c. Expanding use of technology (ITS) to improve traffic flow	32.5%	42.2%	18.5%	6.5%	0.3%
Q15d. Expanding public transportation services	24.5%	36.8%	32.1%	4.3%	2.3%
Q15e. Improving rural access	49.2%	40.3%	9.5%	1.0%	0.0%
Q15f. Enhancing safety on highways	53.3%	39.2%	6.5%	1.0%	0.0%
Q15g. Reducing congestion	57.8%	34.0%	7.2%	1.0%	0.0%
Q15h. Investing in transportation projects that will support economic development	65.6%	30.8%	3.3%	0.3%	0.0%
Q15i. Increasing availability of pedestrian facilities & sidewalks	34.6%	31.6%	24.3%	7.3%	2.3%
Q15j. Expanding availability of bicycle facilities & lanes	23.6%	26.2%	30.6%	12.6%	7.0%

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### **Q16. At which of the following levels of government were you elected to serve?**

Q16. What levels of government were you elected to serve at	Number	Percent
City	160	51.8 %
County	102	33.0 %
State	47	15.2 %
Total	309	100.0 %

### **Q17. Is the area you represent generally urban or rural?**

Q17. Is the area you represent generally urban or rural	Number	Percent
Urban	41	13.3 %
Rural	188	60.8 %
Both	80	25.9 %
Total	309	100.0 %

### **Q18. What is the population of the City, County or geographical area that you represent?**

Q18. Population of City, County or geographical area that you represent	Number	Percent
Less than 5K	101	32.7 %
5K-50K	119	38.5 %
50,001-200K	62	20.1 %
200K+	21	6.8 %
Not provided	6	1.9 %
Total	309	100.0 %

## TDOT ELECTED OFFICIAL SURVEY RESULTS

### Q19. In which County do you live?

Q19. What County do you live in	Number	Percent
Anderson	4	1.3 %
Bedford	4	1.3 %
Benton	2	0.6 %
Bledsoe	1	0.3 %
Blount	5	1.6 %
Bradley	1	0.3 %
Campbell	2	0.6 %
Cannon	4	1.3 %
Carroll	6	1.9 %
Carter	1	0.3 %
Cheatham	2	0.6 %
Chester	1	0.3 %
Claiborne	2	0.6 %
Clay	1	0.3 %
Cocke	1	0.3 %
Coffee	1	0.3 %
Crockett	4	1.3 %
Cumberland	4	1.3 %
Davidson	7	2.3 %
Decatur	1	0.3 %
DeKalb	3	1.0 %
Dickson	1	0.3 %
Dyer	2	0.6 %
Fayette	5	1.6 %
Fentress	3	1.0 %
Franklin	4	1.3 %
Gibson	5	1.6 %
Giles	4	1.3 %
Grainger	3	1.0 %
Greene	5	1.6 %
Grundy	5	1.6 %
Hamblen	7	2.3 %
Hamilton	8	2.6 %
Hancock	1	0.3 %
Hardeman	5	1.6 %
Hardin	4	1.3 %
Hawkins	3	1.0 %
Haywood	2	0.6 %
Henderson	5	1.6 %
Henry	2	0.6 %
Hickman	1	0.3 %
Houston	1	0.3 %
Humphreys	2	0.6 %
Jackson	6	1.9 %
Jefferson	7	2.3 %
Johnson	1	0.3 %
Knox	5	1.6 %
Lake	1	0.3 %
Lauderdale	5	1.6 %
Lawrence	2	0.6 %
Lewis	2	0.6 %
Lincoln	3	1.0 %
Loudon	2	0.6 %
Macon	3	1.0 %
Madison	5	1.6 %
Marion	2	0.6 %
Marshall	5	1.6 %
Maury	3	1.0 %
McMinn	4	1.3 %
McNairy	1	0.3 %
Meigs	3	1.0 %
Monroe	2	0.6 %
Montgomery	3	1.0 %
Moore	1	0.3 %
Morgan	2	0.6 %
Obion	7	2.3 %
Overton	1	0.3 %
Perry	1	0.3 %
Pickett	1	0.3 %



Polk	2	0.6 %
Putnam	3	1.0 %
Rhea	2	0.6 %
Roane	1	0.3 %
Robertson	3	1.0 %
Rutherford	2	0.6 %
Scott	1	0.3 %
Sevier	3	1.0 %
Shelby	8	2.6 %
Smith	4	1.3 %
Stewart	2	0.6 %
Sullivan	2	0.6 %
Sumner	6	1.9 %
Tipton	7	2.3 %
Trousdale	1	0.3 %
Unicoi	5	1.6 %
Union	3	1.0 %
Van Buren	2	0.6 %
Warren	3	1.0 %
Washington	1	0.3 %
Wayne	1	0.3 %
Weakley	4	1.3 %
White	1	0.3 %
Williamson	8	2.6 %
Wilson	5	1.6 %
Not provided	16	5.2 %
Total	309	100.0 %

**Q20. How many years have you been in your current or a similar position?**

Q20. How many years have you been in your current or a similar position	Number	Percent
Less than 2 years	29	9.4 %
2-5 years	110	35.6 %
6-10 years	69	22.3 %
10+ years	93	30.1 %
Not provided	8	2.6 %
Total	309	100.0 %

## **Section 3**

# ***Survey Instrument***

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**STATE OF TENNESSEE  
DEPARTMENT OF TRANSPORTATION**

**COMMISSIONER'S OFFICE**  
SUITE 700, JAMES K. POLK BUILDING  
505 DEADERICK STREET  
NASHVILLE, TENNESSEE 37243-1402  
(615) 741-2848

**JOHN C. SCHROER**  
COMMISSIONER

**BILL HASLAM**  
GOVERNOR

Dear Elected Official:

The Tennessee Department of Transportation (TDOT) is conducting a survey of elected officials to get input on the transportation improvements of most importance to you and assess how well TDOT is working with elected officials in transportation system planning and implementation. Surveys are being sent to all State Legislators, city mayors, and county executives and mayors. A similar elected official survey was conducted in November 2013.

The 2016 TDOT Customer Survey is being administered to three important groups: residents, elected officials, and planning partners. Many of the questions are the same on all three surveys. Survey results will be used to (1) identify ways we can improve transportation services and TDOT processes, (2) provide input into transportation system investments for the future, and (3) assess changes from 2013. **Individual responses to the survey will remain completely anonymous.**

We have selected ETC Institute as our partner for this project. ETC Institute has an outstanding record of working with departments of transportation nationwide. ETC will compile the results and present a report to TDOT in early 2017. You will be notified of the survey findings when they are available.

Please take a few minutes to complete and return the enclosed survey within the next few days. There are four options for completing the survey:

1. You may return your survey by mail using the postage-paid envelope that has been provided.
2. You may complete the survey online at <http://www.TDOTLeaderSurvey.org>
3. You may scan your completed survey and return it as an e-mail attachment to [ctatham@etcinstitute.com](mailto:ctatham@etcinstitute.com)
4. You may fax your completed survey to 913-829-1591 (Attention: Chris Tatham)

If you have any questions regarding the survey, please call Patsy Mimms, TDOT Office of Strategic Planning, at (615) 532-3507. Thank you for your participation in this important process.

Sincerely,

John C. Schroer  
Commissioner

Enclosure

# TDOT 2016 Elected Official Survey

Thank you for taking the time to complete this important survey. Your input will be used by the Tennessee Department of Transportation (TDOT) to plan improvements to the State's transportation system. If you have questions about the survey, please call Patsy Mimms at 615-532-3507. When you are finished, please return your survey in the postage-paid envelope provided. You may also complete this survey on-line at [www.TDOTLeaderSurvey.org](http://www.TDOTLeaderSurvey.org).



<b>1. Working with TDOT.</b>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements.							
1.	I am able to reach TDOT personnel to find the information I need	5	4	3	2	1	9
2.	When TDOT projects were initiated in my area, TDOT provided me with advance notice	5	4	3	2	1	9
3.	TDOT officials work to ensure construction projects disrupt the community as little as possible	5	4	3	2	1	9
4.	TDOT officials seek input when developing statewide plans (e.g. 25-Year Long-Range Transportation Plan, Statewide Multimodal Freight Plan, Strategic Highway Safety Plan )	5	4	3	2	1	9
5.	TDOT officials use local input in the development of transportation projects	5	4	3	2	1	9
6.	TDOT seeks to balance needs in the design of transportation projects	5	4	3	2	1	9
7.	I trust TDOT officials to make good decisions about the State's future transportation system	5	4	3	2	1	9

## INTERACTION WITH TDOT

2. Has TDOT completed a transportation project, such as the reconstruction of an existing Highway, bridge replacement, safety improvement, or state industrial access in your jurisdiction during the past three years?

\_\_\_ (1) Yes      \_\_\_ (2) No [SKIP TO 3]      \_\_\_ (9) Don't know [SKIP TO 3]

### ONLY IF YES to Q2:

2-1. Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?

\_\_\_ (1) Yes      \_\_\_ (2) No      \_\_\_ (9) Don't know

2-2. Do you feel that TDOT adequately involved your community during the planning and implementation of transportation improvements in your area?

\_\_\_ (1) Yes      \_\_\_ (2) No      \_\_\_ (9) Don't know

2-3. Do you feel that this (these) transportation project(s) had a positive economic impact on your community?

\_\_\_ (1) Yes      \_\_\_ (2) No      \_\_\_ (9) Don't know

3. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," how satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?

\_\_\_ (5) Very Satisfied      \_\_\_ (2) Dissatisfied  
 \_\_\_ (4) Satisfied      \_\_\_ (1) Very Dissatisfied  
 \_\_\_ (3) Neutral      \_\_\_ (9) Don't know

4. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years? \_\_\_ (1) Yes [Answer 4.1-4.3] \_\_\_ (2) No [SKIP TO 5]

**ONLY IF YES to Q4:**

4.1. Did you receive a timely response to address your request or concern?  
\_\_\_ (1) Yes \_\_\_ (2) No

4.2. Was the employee helpful?  
\_\_\_ (1) Yes \_\_\_ (2) No

4.3. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

\_\_\_ (5) Very satisfied \_\_\_ (2) Dissatisfied  
\_\_\_ (4) Satisfied \_\_\_ (1) Very Dissatisfied  
\_\_\_ (3) Neutral \_\_\_ (9) Don't remember/don't know

5. Have you used TDOT's web site as a source of information in the past year?  
\_\_\_ (1) Yes [Answer 5.1] \_\_\_ (2) No [SKIP to 6]

5.1. [If Yes to 5] How easy was it to find the information you wanted on the website?  
\_\_\_ (1) Very easy \_\_\_ (2) Easy \_\_\_ (3) Ok \_\_\_ (4) Difficult \_\_\_ (9) Don't Know

<b>6. OVERALL RATINGS OF TDOT</b>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements:							
1.	TDOT does a good job prioritizing highway improvements in Tennessee	5	4	3	2	1	9
2.	TDOT places a priority on addressing highway safety improvements	5	4	3	2	1	9
3.	TDOT does a good job maintaining the transportation system	5	4	3	2	1	9
4.	TDOT does a good job in supporting public transportation in Tennessee	5	4	3	2	1	9
5.	TDOT incorporates environmental concerns into the design and maintenance of transportation projects	5	4	3	2	1	9
6.	TDOT does a good job in supporting economic development in my jurisdiction	5	4	3	2	1	9

7. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining INTERSTATE highways in Tennessee during the past TWO years?

\_\_\_ (5) Very satisfied \_\_\_ (3) Neutral \_\_\_ (1) Very Dissatisfied  
\_\_\_ (4) Satisfied \_\_\_ (2) Dissatisfied \_\_\_ (9) Don't know

8. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining STATE HIGHWAYS OTHER THAN INTERSTATES in Tennessee during the past TWO years.

\_\_\_ (5) Very satisfied \_\_\_ (3) Neutral \_\_\_ (1) Very Dissatisfied  
\_\_\_ (4) Satisfied \_\_\_ (2) Dissatisfied \_\_\_ (9) Don't know

9. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

\_\_\_ (1) Better \_\_\_ (2) About the same \_\_\_ (3) Worse \_\_\_ (9) Don't know

**10. Overall, how easy do you think it is to travel between cities in Tennessee?**

- (5) Very easy
- (4) Easy
- (3) Neutral
- (2) Difficult
- (1) Very difficult
- (9) Don't know

**11. Overall, how easy do you think it is to travel within urban areas of Tennessee?**

- (5) Very easy
- (4) Easy
- (3) Neutral
- (2) Difficult
- (1) Very difficult
- (9) Don't know

**PERCEPTIONS OF TRANSPORTION**

**12. Thinking about your community, how important are roads, bridges, public transportation, to safety and quality of life?**

- (1) Very important
- (2) Important
- (3) Somewhat important
- (4) Not important
- (5) Not important at all
- (9) Don't know

**13. Thinking about your local economy, how important are roads, bridges, public transportation to economic development and job growth?**

- (1) Very important
- (2) Important
- (3) Somewhat important
- (4) Not important
- (5) Not important at all
- (9) Don't know

**14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?**

- (1) Good value for your money
- (2) OK value for your money
- (3) Low value for your money
- (9) Don't know

<b>15. Support for Funding Transportation Improvements</b>		Very Supportive	Supportive	Neutral	Not Supportive	Not at All Supportive	Don't Know
How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?							
01.	Improving Interstate highways	5	4	3	2	1	9
02.	Repairing and maintaining existing roads and bridges	5	4	3	2	1	9
03.	Expanding use of technology (ITS) to improve traffic flow <i>(such as: traffic cameras, message signs, traffic sensors, weather detection devices)</i>	5	4	3	2	1	9
04.	Expanding public transportation services	5	4	3	2	1	9
05.	Improving rural access	5	4	3	2	1	9
06.	Enhancing safety on highways	5	4	3	2	1	9
07.	Reducing congestion	5	4	3	2	1	9
08.	Investing in transportation projects that will support economic development	5	4	3	2	1	9
09.	Increasing availability of pedestrian facilities and sidewalks	5	4	3	2	1	9
10.	Expanding availability of bicycle facilities and lanes	5	4	3	2	1	9

**DEMOGRAPHICS:** To help us understand the needs in different areas of the State, please provide the following information. **Individual responses will remain completely confidential.**

**16. At which of the following levels of government were you elected to serve?**

- (1) City
- (2) County
- (3) State

- 17. Is the area you represent generally urban or rural?    \_\_\_ (1) Urban    \_\_\_ (2) Rural    \_\_\_ (3) Both
- 18. What is the population of the city, county or geographical area that you represent)?  
\_\_\_ (1) less than 5,000    \_\_\_ (2) 5,000-50,000    \_\_\_ (3) 50,001 – 200,000    \_\_\_ (4). More than 200,000
- 19. In which county do you live? \_\_\_\_\_
- 20. How many years have you been in your current or a similar position?  
\_\_\_ (1) less than 2    \_\_\_ (2) 2-5 years    \_\_\_ (3) 6-10 years    \_\_\_ (4) More than 10 years

If you have any other comments you would like to share with TDOT, please provide them in the space below (add additional sheets if needed).

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## **This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential.  
The address information printed to the right will ONLY  
be used to help identify areas with specific needs. If your address  
is not correct, please provide the correct information. Thank You.

# DISCLAIMER

This research was funded through the State Planning and Research (SPR) Program by the Tennessee Department of Transportation and the Federal Highway Administration under RES2013-44: *TDOT Customer Satisfaction Survey-FY2013-2018*.

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